

Item D.3 Consistency with the Three-Year Program and Expenditure Plan

Describe how the proposed housing development is consistent with the sponsoring county mental health department's approved Three-Year Program and Expenditure Plan. Provide specific information regarding how the development meets the priorities and goals identified in the Three-Year Program and Expenditure Plan.

Response:

The Anchor Place project will provide 18 MHTSA-eligible households, including individuals and small families, with the supportive services necessary to promote independence, personal achievement, health and wellness, and reintegration into society.

The need for supportive housing in the 4th Supervisorial District and SPA 8 is tremendous. According to the 2013 Long Beach Homeless Count, there are 4,387 homeless individuals in the City. This staggering figure represents a 2.24% increase from 2011. Of these homeless individuals, more than 3,500 reside in non-permanent facilities, including more than 500 children. Anecdotal evidence from discussions with shelter and transitional housing providers demonstrate the severe dearth of placement opportunities for individuals and small families as they cycle out of temporary shelter/housing. Lack of supportive housing placement opportunities undermines the existing continuum and serves to perpetuate the conditions that lead to homelessness. Anchor Place squarely addresses this need.

Anchor Place demonstrates consistency with DMH's Community Services and Supports (CSS) Plan by addressing the following needs:

- **Adult Housing Services (A-04):** Anchor Place will provide 18 MHTSA-eligible households with a dignified, rent subsidized, and service-enriched home.
- **Adult Services (A-06):** Through partnership with DMH and its network of direct operated and contract providers, MHTSA households will receive high quality, evidence-based mental health care.
- **Child Services (C-01, C-02, and C-05):** Through partnership with DMH and its network of direct operated and contract providers, MHTSA-eligible children will receive high quality, evidence-based mental health care.

Resident services will be delivered on-site by two full time Resident Service Coordinators and a part time resident services manager under the management of CVC's Director of Community Development. These services include life enrichment classes, intensive case management, employment services, access to benefits, and referrals to specialized services such as mental health and physical healthcare. These services will promote the objectives of independence, personal achievement, health and wellness, and societal reintegration.

Item D.4 Description of Target Population to be Served

Describe the MHSAs Rental Housing Program target population to be served in the development. Include a description of the following:

1. Age group, i.e., adults, older adults, children, transition-aged youth;
2. The anticipated income level of the MHSAs tenants; and,
3. A description of the anticipated special needs of the target population to be served, e.g., physical disabilities, chronic illness, substance abuse, prior housing status, etc.

Response:

CVC has committed to setting aside 15% of the units (18 total) in Anchor Place for MHSAs-eligible populations including adults over the age of 18. For the 18 MHSAs units, Anchor Place will serve the following populations:

- Homeless households with a family member, including children, that has a serious mental illness or severe emotional disturbance (SED).

CVC expects the target population to be extremely low income, earning less than 30% of the area median income (AMI) in Los Angeles County. MHSAs households will benefit from LA County Department of Health services (DHS) Flexible Rental Subsidy rental assistance to keep rents affordable and promote housing stability.

CVC anticipates that these populations shall exhibit the following specialized needs, among others:

- Serious mental illness
- Severe emotional disturbance
- History of substance abuse
- Chronic health issues such as diabetes
- History of homelessness
- Life skills impairment
- Physical disabilities
- Post-traumatic stress disorder

Item D.5 Tenant Eligibility Certification

The county mental health department is responsible for certifying the eligibility of individuals, applying for tenancy in an MHSAs unit, for compliance with the target population criteria. Submit a narrative description of the following:

1. How an individual applies to the county to become certified as eligible for an MHSAs unit;
2. How certification of eligibility will be documented, provided to the individual applicant, and maintained by the county; and,
3. How certification of eligibility will be provided to the property manager/development.

Response:

Applicants for MHSAs units will need to follow a three step protocol involving the County of Los Angeles Department of Mental Health (DMH), the County Department of Health Services (DHS) and Century Villages Property Management (CVPM). Qualified MHSAs tenants must meet the requirements of each of the foregoing entities, including DHS's Flexible Rental Subsidy program. The process is designed to assess the applicant's MHSAs and DHS eligibility, establish homeless status, certify income, and identify housing requirements and preferences.

Pursuant to its protocol, DMH will refer qualified households to CVPM through its network of directly operated and contract providers. From there, CVPM will coordinate with DHS to ensure satisfaction of its program requirements. CVPM will conduct final screening and income certification of all residents to ensure satisfaction of tax credit and other regulatory agreements. CVPM will be responsible for maintaining the waitlist for the units and will coordinate with DMH and DHS to ensure an adequate pipeline of referrals. CVC's Resident Services Team will be available to assist in the referral and certification process to ease the burden on prospects, if needed.

The relevant documentation for eligible households in Anchor Place may include, among others:

- DMH's Housing Certification Application
- DMH's Protected Health Information Release Form (PHI)
- VI/SPDAT Assessment
- Certification of Homelessness
- DHS eligibility paperwork
- CVPM housing application and tenant income certification paperwork

MHSAs eligibility is solely determined by DMH pursuant to satisfaction of the following two requirements:

- Individuals with a serious mental illness as defined in the Welfare and Institutions Code Section 566003(b)(1), and
- Homeless as defined in MHSAs regulations.

In processing referrals to CVPM, DMH will (1) review and (2) certify or deny the Housing Certification Application. DMH shall issue an MHSAs Eligibility Certification Form to CVPM with 5 business days of receiving a complete application. For prospective tenants that are not certified by DMH, they may resubmit their Housing Application and Tenant Certification in the event their status changes. Alternatively, they may submit a rental application directly to CVPM and they will remain on CVPM's waitlist for non-MHSAs-funded units within Anchor Place. All MHSAs certifications will be maintained by CVC for a period of at least one year after the closing of the file.

Following DMH and DHS approval, CVPM will complete its screening and income certification process, as

required by tax credit regulations and those of any other funding sources. It is important to note that CVPM's screening process also includes assessment of credit, criminal background, eviction history, among other considerations. This process will include various forms and documents, including but not limited to:

- Tenant Release (to perform credit, background and criminal check)
- Tenant Income Certification Questionnaire

If an application is rejected, prospective tenants will have the right to appeal and/to submit a reasonable accommodation request, if deemed appropriate.

Once eligibility for DMH, DHS and CVPM is ascertained, the applicant will be contacted and invited to meet with CVPM to execute the lease and establish a move in date

Item D.6 Tenant Selection Plan

Provide a tenant selection plan, specific to the proposed development, that describes the following:

1. How prospective tenants will be referred to and selected for MHSA units in the development;
2. The tenant application process;
3. The procedure for maintaining the wait list;
4. The process for screening and evaluating the eligibility of the prospective MHSA tenants, including the criteria that will be used to determine a prospective MHSA tenant's eligibility for occupancy in the development;
5. The appeals process for individuals who are denied tenancy in an MHSA unit; and,
6. The reasonable accommodations policies and protocols.

NOTE: The Department's approval of the MHSA Housing Program Application does not ensure that the Tenant Certification/Referral Process is compliant with local, state and federal fair housing laws. The Developer/Borrower is advised to seek legal counsel to ensure that the Tenant Certification/Referral Process complies with fair housing laws.

1. How prospective tenants will be referred to and selected for MHSA units in the development.

Prospective residents for MHSA units in Anchor Place are expected to be referred through DMH's network of directly operated and contract providers. In addition, this network may include the following agencies which maintain a presence at the Villages at Cabrillo community: Catholic Charities of Los Angeles, PATH Ventures, United States Veterans Initiative, the City of Long Beach Multi-Service Center, American Indian Changing Spirits, Mental Health America of Los Angeles, The Children's Clinic, and other shelters and transitional housing programs in the Long Beach area. As the primary service provider, Century Villages at Cabrillo's Resident Services Team will collaborate with Century Villages Property Management and area service providers to facilitate referrals from both DMH and DHS.

In processing referrals to CVPM, DMH will (1) review and (2) certify or deny the tenant's Housing Certification Application. DMH shall issue an MHSA Eligibility Certification Form to CVPM with 5 business days of receiving a complete application. For prospective tenants that are not certified by DMH, they may resubmit their Housing Application and Tenant Certification in the event their status changes.

All MHSA certifications will be maintained by CVC for a period of at least one year after the closing of the file.

Following DMH approval, households will be referred to DHS for determination of eligibility. Once DHS eligibility is determined, CVPM will complete its screening and income certification process, as required by tax credit regulations and those of any other funding sources.

It is important to note that applications may be accepted from persons who are not referred by either DHS or DMH. These applicants will be asked to complete DMH's Certification Application and an authorization to release protective health information for submission to DMH for approval. CVC's Resident Services Team will be available to assist prospective residents in completing these application materials. In turn, DMH will process the application as noted above.

2. The tenant application process.

Applicants for MHSAs units will need to follow a three step protocol involving the County of Los Angeles Department of Mental Health (DMH), the County Department of Health Services (DHS) and Century Villages Property Management (CVPM). Qualified MHSAs tenants must meet the requirements of each of the foregoing entities, including DHS's Flexible Rental Subsidy program. The process is designed to assess the applicant's MHSAs and DHS eligibility, establish homeless status, certify income, and identify housing requirements and preferences.

Pursuant to its protocol, DMH will refer qualified households to CVPM through its network of directly operated and contract providers. From there, CVPM will coordinate with DHS to ensure satisfaction of its program requirements. CVPM will conduct final screening and income certification of all residents to ensure satisfaction of tax credit and other regulatory agreements. CVPM will be responsible for maintaining the waitlist for the units and will coordinate with DMH and DHS to ensure an adequate pipeline of referrals. CVC's Resident Services Team will be available to assist in the referral and certification process to ease the burden on prospects.

The relevant documentation for eligible households in Anchor Place may include, among others:

- DMH's Housing Certification Application
- DMH's Protected Health Information Release Form (PHI)
- VI/SPDAT Assessment
- Certification of Homelessness
- DHS eligibility paperwork
- CVPM housing application and tenant income certification paperwork

MHSAs eligibility is solely determined by DMH pursuant to satisfaction of the following two requirements:

- Individuals with a serious mental illness as defined in the Welfare and Institutions Code Section 566003(b)(1) and have an active, open DMH case
- Homeless as defined in MHSAs regulations.

In processing referrals to CVPM, DMH will (1) review and (2) certify or deny the Housing Certification Application. DMH shall issue an MHSAs Eligibility Certification Form to CVPM with 5 business days of receiving a complete application. For prospective tenants that are not certified by DMH, they may resubmit their Housing Application and Tenant Certification in the event their status changes. Alternatively, they may submit a rental application directly to CVPM and they will remain on CVPM's waitlist for non-MHSAs-funded units within Anchor Place. All MHSAs certifications will be maintained by CVC for a period of at least one year after the closing of the file.

Following DMH and DHS approval, CVPM will complete its screening and income certification process, as required by tax credit regulations and those of any other funding sources. It is important to note that CVPM's screening process also includes assessment of credit, criminal background, eviction history, among other considerations. This process will include various forms and documents, including but not limited to:

- Tenant Release (to perform credit, background and criminal check)
- Tenant Income Certification Questionnaire

If an application is rejected, prospective tenants will have the right to appeal and/or submit a reasonable accommodation request, if deemed appropriate.

Once eligibility for DMH, DHS and CVPM is ascertained, the applicant will be contacted and invited to meet with CVPM to execute the lease and establish a move in date.

3. The procedure for maintaining the wait list.

The waitlist shall be Century Villages Property Management, consistent with the preferences for MHSA and DHS households established in our **Resident Selection Criteria and Occupancy Guidelines** and fair housing law.

Please see the response to Section #4 below for more information on the waitlist process.

4. The process for screening and evaluating the eligibility of the prospective MHSA tenants, including the criteria that will be used to determine a prospective MHSA tenant's eligibility for occupancy in the development.

The following protocol includes CVC's anticipated Resident Selection Criteria and Occupancy Guidelines for Anchor Place.

I. POLICY ON NON-DISCRIMINATION

With respect to the treatment of applicants, Century Villages Property Management (CVPM), will not discriminate against any individual or family because of race, color, creed, national or ethnic origin or ancestry, religion, sex, sexual preference, gender identity, age, disability, handicap, military status, source of income, marital status or presence of children in a household, acquired immune deficiency syndrome (AIDS) or AIDS-related conditions (ARC), or any other arbitrary basis. No criteria will be applied or information considered pertaining to attributes of behavior that may be imputed by some to a particular group or category. All criteria shall be applied equitably and all information considered on an applicant shall be related solely to the attributes and behavior of individual members of the household as they may affect residency.

II. OCCUPANCY STANDARDS

Units will be occupied in accordance with the following standards:

<u>UNIT SIZE</u>	<u>MINIMUM</u>	<u>MAXIMUM</u>
1 Bedroom	1	3
2 Bedrooms	2	4
3 Bedrooms	3	6

- All household members including unborn, adopted & foster children/adults will be counted when determining unit size.
- The head of household must be 18 years of age or older, unless he or she is an emancipated minor.
- Total household income cannot exceed 60% of area median income.
- Anchor Place does not allow any pets.
- The applicant must earn 2 times the rent in order to qualify under the minimum income required.
- One two (2) bedroom apartment will be reserved for the on-site property manager.

III. VERIFICATION PROCESS

A. Income and assets shall be determined according to the following:

- All income sources disclosed on the rental application will be third party verified thru the appropriate agencies, employers, institutions.
- All households' assets exceeding \$5,000, including bank accounts, will be third party verified.
- Upon initial occupancy, resident's income cannot exceed 30%, 40%, 50%, or 60% of the Area Median income as published annually by the US Department of Housing and Urban Development (HUD), dependent on the unit the household is applying for.
- Households spending more than 50% of their combined monthly income on rent may be evaluated to determine ability to pay rent.
- Third-party income verification will be required from all sources including, but not limited to:
 - ✓ Employment
 - ✓ Pension/annuities
 - ✓ State Disability and EDD verification
 - ✓ Government assistance, Department of Social Services, unemployment, etc.
 - ✓ Social Security and Supplemental Security Income

- ✓ Savings, checking, money market, IRA, 401K, stocks, bonds, CDs, IRA, etc.
- ✓ Income calculations are based on the applicant's gross annual (anticipated) income for the following 12 months. Annual gross income includes income from any and all assets.
- ✓ Criminal background checks will be conducted on all adults, in the qualified household, who have satisfied all income, credit report, and home visit requirements. Felony charges will be reviewed on a case by case basis. In all cases, felony charges of arson, pedophilia, child molestation, bombs and terrorism are prohibited.
- Rental rates shall be determined by CVPM and DHS such that no more than 30% of a tenant's income is spent on rent.
- Applicants must meet certain underwriting guidelines pursuant to the funding sources that underpin the development. The above information reflects the requirements to the best knowledge of CVPM at this time but may be subject to change should it be required for compliance with laws, regulations, or policies.
- Income limits are determined by TCAC and HUD. For 2014, the Income Limits are outlined below:

**LIHTC Income Limits for 2014
(Based on 2014 MTSP Income Limits)**

	60.00%	30.00%	40.00%	50.00%	140.00%
1 Person	34,260	17,130	22,840	28,550	47,964
2 Person	39,120	19,560	26,080	32,600	54,768
3 Person	44,040	22,020	29,360	36,700	61,656
4 Person	48,900	24,450	32,600	40,750	68,460
5 Person	52,860	26,430	35,240	44,050	74,004
6 Person	56,760	28,380	37,840	47,300	79,464
7 Person	60,660	30,330	40,440	50,550	84,924
8 Person	64,560	32,280	43,040	53,800	90,384
9 Person	68,460	34,230	45,640	57,050	95,844
10 Person	72,360	36,180	48,240	60,300	101,304
11 Person	76,260	38,130	50,840	63,550	106,764
12 Person	80,220	40,110	53,480	66,850	112,308

IV. WAITING LIST

- A. Waitlist shall be exclusively managed by CVPM. It is anticipated that the following waitlist guidelines and preferences will be established.
- B. Applicants will be added to the interest/waiting list in chronological order
- C. The following preferences will be granted:
 - i. For 18 of the affordable 119 units, preference will be granted to homeless households with mental disabilities pursuant to MHSA and HUD program guidelines. Homelessness will be defined using the more restrictive of MHSA and HUD definitions. In addition, these households must satisfy DHS eligibility criteria.
 - ii. For 75 of the affordable 119 units, preference will be granted to veteran households that qualify for project-based VASH vouchers.
 - iii. Preference will be granted to current residents of Villages at Cabrillo programs that satisfy the HUD homelessness definition.
 - iv. Preference will be granted to households that live or work in Long Beach.
- D. In the event that the volume of applications received exceeds the number of available apartments and more than one applicant qualifies for the unit; the application with the earliest date will be approved. The other application will go on the waitlist until the next unit is available.
- E. When CVPM receives the next 30-day notice, it will be the responsibility of the CVPM to notify the applicant at the top of the wait list. If that applicant turns down the unit, CVPM will then proceed to the next person on the waiting list.
- F. The property has established a 45 day window for final waitlist consideration. Units will be made available to qualified families no more than 45 days ahead of unit availability. The waitlist will be comprised of qualified

families who have returned their applications to CVPM, whose application information has been verified and approved, and whose application files are ready to be certified by CVPM, DMH, and DHS. Waitlist priority will be consistent with Interest list priority as stated above in #IV-B. A household offered a unit will have 48 hours to accept the unit, after which time CVPM will offer the unit to the next family. Households can reject only 1 unit and then must accept the 2nd unit. If 2nd unit is also rejected, family will be placed at the bottom of the waitlist.

V. GENERAL APPLICATION PROCESS

Applicants for MHSAs units will need to follow a three step protocol involving the County of Los Angeles Department of Mental Health (DMH), the County Department of Health Services (DHS) and Century Villages Property Management (CVPM). Qualified MHSAs tenants must meet the requirements of each of the foregoing entities, including DHS's Flexible Rental Subsidy program. The process is designed to assess the applicant's MHSAs and DHS eligibility, establish homeless status, certify income, and identify housing requirements and preferences.

Pursuant to its protocol, DMH will refer qualified households to CVPM through its network of directly operated and contract providers. From there, CVPM will coordinate with DHS to ensure satisfaction of its program requirements. CVPM will conduct final screening and income certification of all residents to ensure satisfaction of tax credit and other regulatory agreements. CVPM will be responsible for maintaining the waitlist for the units and will coordinate with DMH and DHS to ensure an adequate pipeline of referrals. CVC's Resident Services Team will be available to assist in the referral and certification process to ease the burden on prospects.

The relevant documentation for eligible households in Anchor Place may include, among others:

- DMH's Housing Certification Application
- DMH's Protected Health Information Release Form (PHI)
- VI/SPDAT Assessment
- Certification of Homelessness
- DHS eligibility paperwork
- CVPM housing application and tenant income certification paperwork

MHSAs eligibility is solely determined by DMH pursuant to satisfaction of the following two requirements:

- Individuals with a serious mental illness as defined in the Welfare and Institutions Code Section 566003(b)(1) and have an active, open DMH case
- Homeless as defined in MHSAs regulations.

In processing referrals to CVPM, DMH will (1) review and (2) certify or deny the Housing Certification Application. DMH shall issue an MHSAs Eligibility Certification Form to CVPM with 5 business days of receiving a complete application. For prospective tenants that are not certified by DMH, they may resubmit their Housing Application and Tenant Certification in the event their status changes. Alternatively, they may submit a rental application directly to CVPM and they will remain on CVPM's waitlist for non-MHSAs-funded units within Anchor Place. All MHSAs certifications will be maintained by CVC for a period of at least one year after the closing of the file.

Following DMH and DHS approval, CVPM will complete its screening and income certification process, as required by tax credit regulations and those of any other funding sources. It is important to note that CVPM's screening process also includes assessment of credit, criminal background, eviction history, among other considerations. This process will include various forms and documents, including but not limited to:

- Tenant Release (to perform credit, background and criminal check)
- Tenant Income Certification Questionnaire

If an application is rejected, a prospective tenant will have the right to appeal and/or submit a reasonable accommodation request, if deemed appropriate.

Once eligibility for DMH, DHS and CVPM is ascertained, the applicant will be contacted and invited to meet with CVPM to execute the lease and establish a move in date.

VI. DENIED APPLICATIONS

Applications may be denied for any of the following:

- Total annual household income exceeds the published maximum limits.
- Blatant disrespect, disruptive or anti-social behavior toward management, the property, or other residents exhibited by an applicant or family member any time prior to move-in (or demonstrable history of such behavior.)
- Rent exceeding 50% of monthly income without a demonstrated ability to pay.
- Falsification of any information on the applications.
- Family size that does not conform to the stated minimum and maximum size.
- A negative criminal background check, as defined in paragraph III above.
- Other good cause, including, but not limited to, failure to meet any of the program qualifications or other selection criteria in this document.
- All previous evictions will be reviewed on a case by case basis.
- If previously evicted from any Century Villages at Cabrillo property, applicant is not eligible to reapply for housing.
- Living on-site, but not as a certified resident (i.e. living in a unit, but not listed as eligible tenant on lease).
- Applications from households denied will not be accepted for a minimum of 12 months after the date of the denial letter.

Applicants that are denied will have the right to appeal the decision. The appeal must be received by CVPM no later than ten (10) days after the date of the denial letter. CVPM's Appeal Process will be mailed with the denial letter.

All applicants have the right to request reasonable accommodation at any stage of the application and screening processes.

VII. FAIR HOUSING

The property will comply with all federal, state and local fair housing and civil rights laws and with all equal opportunity requirements.

5. Reasonable accommodations policies and protocols.

All units shall be adaptable to meet the needs of disabled tenants, as defined within the California Building Code. A percentage of units will be accessible for tenants with physical disabilities. Preference will be granted to those applicants who require an accessible unit. When an accessible unit has not been specifically required by a qualified household that requires the accessibility features, the unit will be offered to the next qualified household. This next qualified household will be required to sign a lease addendum whereby they agree to transfer to a non-accessible unit within the development should a tenant or applicant require an accessible unit.

Reasonable accommodations and modifications shall be provided to meet the needs of disabled applicants or tenants, including those with physical and mental disabilities. Reasonable accommodations and modifications paperwork is located at CVPM's offices. CVC's Resident Services Team or their mental health provider shall assist residents in completing this paperwork and tendering requests to CVPM.

CVC and CVPM shall apply a consistent set of criteria to all requests for reasonable accommodations and modifications. Neither CVC nor CVPM is obligated to make a reasonable accommodations or modification should the change result in undue financial burden to the property or if it requires an alteration to a basic component of the housing program.

The following is a description of CVPM's reasonable accommodation and reasonable modification protocol, as delineated in CVPM's Operations Manual.

STEP 1: Upon hearing or otherwise learning of a Resident's or Applicant's desire for a reasonable accommodation or modification, The Property Staff should:

- Provide the Resident or Applicant with a Request for Reasonable Accommodation or Modification form and Verification of Need form.
- Immediately log the date and time of the request on the completed forms or logged in the correspondence section of the resident's or applicant's file.
- If the Resident or Applicant has difficulty completing the form, the Property Manager or Staff member should complete the form on behalf of the Resident or Applicant.
- All reasonable accommodation or modification requests must be tracked and processed even if a form is never completed. However, all individuals making a request should be encouraged to complete the form to facilitate communication of relevant information and timely processing.

STEP 2: If the Resident or Applicant does not complete and return the form within five (5) business days, the Property Manager or Staff should:

- Make a courtesy call to remind the Applicant or Resident that the form has not been received by the office and note the follow-up call in the correspondence section of the resident's or applicant's file

STEP 3: Once a form has been completed, the Property Manager or Property Staff should take the following steps:

- Obtain all required signatures on the completed form.
- Time and date stamp all documents.
- Make a file copy and provide a copy of the signed form to the Resident or Applicant.
- Submit the completed forms to the Director of Property Management
- Complete and sign a Certification of Need for Reasonable Accommodation within two (2) business days.
- Make a file copy and immediately mail and/or fax the signed forms to the Resident's or Applicant's health care provider.
- Please do not make any promises or commitments about a request. Let the Resident or Applicant know that verification of a disability and/or the need for the accommodation or modification may be needed in order for the Director of Property Management to evaluate a request.

STEP 4: Upon receipt of the completed forms the staff should take the following step:

- Log the receipt date of the completed forms in the correspondence section of the Applicant's or Resident's file.

STEP 5: Upon receipt of a response from the health care provider, the Property Manager should take the following steps:

- Date stamp the response and log the receipt date in the correspondence section of the Applicant's or Resident's file.
- Deliver all documents to Director of Property management for review and approval or denial.

STEP 6: (Director Only) Upon receipt of the RA/RM forms the DPM will take the following steps:

- Evaluate the request and all other documents related to the request and complete a Reasonable Accommodation or Modification Response form within five (5) business days.
- Make a file copy of the response form, and mail the original response form directly to the Applicant or Resident.
- Log the response form mailing date in the Tracking Log.
- Scan and File all documents in on the W: drive under RA Requests under the relevant property.

STEP 6: If the request for a Reasonable Accommodation or Modification is granted, the DPM should take the following steps:

- Immediately implement the Reasonable Accommodation or Modification as follows:
 - Prior to changing a policy or procedure (accommodation): The DPM should decide if the requested change requires notification to third parties such as other Residents or attorneys (only if policy change affects other residents).
 - Prior to making a physical change (modification): The DPM should in consultation with the Facilities Manager: (1) Obtain bids from authorized vendors and present obtained bids to the Director of Property Operations or President of CVPM, (2) Determine the financial burden impact to the property, (3) If work is approved by the DPO or President, the DPM should generate a Work Order specifying the physical modification work to be performed, (4) Coordinate with the Facility Manager on a performance schedule to assure a timely completion of the modification and communicate the schedule to the Applicant or Resident, and (5) Monitor the Work Order work and document completion of the work by making a file copy of the Work Order and attaching to file;
- Log the implementation completion date in the correspondence section of the Applicant's or Resident's file.

Item D.7 Supportive Services Plan

NOTE: A tenant's participation in supportive services may not be a condition of occupancy in MHSAs units.

Describe the development's approach to providing supportive services to MHSAs tenants. The following information should be provided:

1. A description of the anticipated needs of the MHSAs tenants;
2. The supportive service provider's initial and ongoing process for assessing the supportive service needs of the MHSAs tenants;
3. A description of each service to be made available to the MHSAs tenants, to include where and how the service will be delivered, the frequency of the service delivery and identification of the service provider. A description of the available services and supports should include, but not be limited to:
 - a) Mental health services
 - b) Physical health services (including prevention programs)
 - c) Employment/vocational services
 - d) Educational opportunities and linkages
 - e) Substance abuse services
 - f) Budget and financial training
 - g) Assistance in obtaining and maintaining benefits/entitlements
 - h) Linkage to community-based services and resources
4. Indicate whether or not there will be an onsite service coordinator, and include the ratio of onsite staff to MHSAs tenants. If there is no onsite service coordination, provide a description of service coordination for the development;
5. A description of how services will support wellness, recovery and resiliency. It is anticipated that the supportive services plan for the development will include services that are facilitated by peers and/or consumers. If this is not part of your service delivery approach, please provide an explanation;
6. A description of how the MHSAs tenants will be engaged in supportive services and community life. Include strategies and specific methods for engaging tenants in supportive services and the frequency of contact between supportive services staff and MHSAs tenants. This description should also include the identification of staff (the responsible service provider) and specific strategies for working with MHSAs tenants to maintain housing stability and plans for handling crisis intervention;
7. If the Development is housing for homeless youth, provide a description of services to be provided to meet the unique needs of the population including engagement strategies and peer involvement. In addition, provide a description of how transition-aged youth MHSAs tenants will be assisted in transitioning to other permanent housing once they reach 25 years of age;
8. Supportive services must be culturally and linguistically competent. Describe how services will meet this requirement including, when necessary, how services will be provided to MHSAs tenants who do not speak English and how communication between the property manager and the non-English speaking MHSAs tenants will be facilitated;

9. Describe the process to ensure effective communication between the service provider and the property manager regarding the status of MHSA tenants in the development and any other issues regarding the development, including but not limited to regularly scheduled meetings and the identification of a single point of contact for communication and coordination of supportive services; and,
10. If proposing to develop Shared Housing units within a Rental Housing Development, attach "House Rules".

Response:

1. Description of the anticipated needs of the MHSA tenants.

CVC has committed to setting aside 15% of the units (18 total) in Anchor Place for MHSA-eligible populations. For the 18 MHSA units, Anchor Place will serve the following populations:

- Homeless households with a family member, including children, that has a serious mental illness or severe emotional disturbance (SED).

CVC expects the target population to be extremely low income, earning less than 30% of the area median income (AMI) in Los Angeles County. MHSA households will benefit from project-based voucher assistance to keep rents affordable and promote housing stability.

CVC anticipates that these populations shall exhibit the following specialized needs:

- Serious mental illness
- Severe emotional disturbance
- History of substance abuse
- Chronic health issues such as diabetes
- History of homelessness
- Life skills impairment, including parenting skills
- Case management support
- Physical disabilities
- Post-traumatic stress disorder
- Benefit establishment
- Need for legal advocacy

CVC's Resident Services Team will serve as the primary service provider. To address these needs, CVC will provide certain services directly and will facilitate the delivery of more specialized services. Specialized services such as mental health and health care will be provided by DMH and its network of direct operated and contract providers and The Children's Clinic, respectively. All services shall be voluntary.

2. The supportive service provider's initial and ongoing process for assessing the supportive service needs of the MHSA tenants.

Upon move in, CVC's Resident Service Coordinator (RSC) will meet with the household and provide an orientation to the available services. At this meeting, CVC's RSC will conduct an intake and needs assessment to identify the services required by the household. As noted above, household shall be notified that all services are voluntary and not a condition of housing.

Upon completion of the intake and needs assessment, the RSC shall prepare an individualized service needs assessment (ie, individualized service plan or ISP) for the household and establish the client file. The ISP shall contain the goals established by the household which might include securing employment, developing job skills, accessing mental health therapy, addressing substance abuse, obtaining access to healthcare, and other goals of a personal nature. The RSC will provide the household access to on-site services and will establish linkages

to those services that may be provided off site.

CVC will coordinate closely with DMH or its network of direct operated or contract providers and any other relevant service provider to streamline the delivery of necessary services. Please note that each of these providers maintain a separate and distinct process of intake and assessment. Reasonable efforts will be made to share information between each of these providers so as to minimize adverse administrative impacts on the household. Of course, information will only be shared to the extent a household has provided a release, client confidentiality may be assured, and all regulations including HIPPA are followed.

Following establishment of the ISP, the RSC will meet with the household as much as necessary, but no less frequently than once every 6 months. The ISP shall be updated accordingly.

3. A description of each service to be made available to the MHSA tenants, to include where and how the service will be delivered, the frequency of the service delivery and identification of the service provider. A description of the available services and supports should include, but not be limited to:

- A. Mental health services**
- B. Physical health services (including prevention programs)**
- C. Employment/vocational services**
- D. Educational opportunities and linkages**
- E. Substance abuse services**
- F. Budget and financial training**
- G. Assistance in obtaining and maintaining benefits/entitlements**
- H. Linkage to community-based services and resources**

As the primary service provider, Century Villages at Cabrillo will provide a rich, supportive environment focused on comprehensively meeting the individual needs of non-veteran individuals and families of the Anchor Place development, including MHSA households. CVC's Director of Community Development will oversee the services and provide direct supervision to the Resident Services Team for the development. The Director holds a Master's degree in Psychology and has over 20 years of social service and nonprofit management experience, including DMH contract compliance. The Resident Services Team will include a part time Resident Services Manager who will oversee case management services and volunteer management and two (2) full time Resident Services Coordinators (RSC) who will provide direct case management support, advocacy and training to residents. Together the team will provide specialized services to qualifying residents and will make referrals for specialized services such as mental health therapy and healthcare. The following voluntary services will be available to MHSA households, at their election:

A. Mental health services

Mental health services will be provided by DMH's network of directly-operated and contract providers. Services shall include, but are not limited to, case management, individual therapy, counseling and family or group counseling, and medication management, using evidence-based practices.

B. Physical health services (including prevention programs)

Healthcare Services will be available in CVC's health center operated by The Children's Clinic at the adjacent Cabrillo Gateway development. Coming online in 2015, this clinic will provide comprehensive, quality care to families and their children within the larger Villages at Cabrillo community and the underserved West Long Beach community. The Children's Clinic will address health disparities within this population and aspires to become their medical home. TCC's services will include, but are not limited to:

- Primary preventative health care for children, youth and adults
- Chronic disease management for diabetes, asthma and obesity
- Social Services

- Family Planning
- Immunizations and TB Screening
- Medication Dispensary Services
- Pre-Natal Care
- Referrals for Pediatric and Adult Specialty Care
- Basic Mental Health Services and Referrals
- Individuals and Group Health Education Outreach
- Enrollment Services
- Medication Care Coordination and Management

C. Employment/vocational services

Workforce development and employment readiness training is offered at CVC's on-site Oasis Community Center (OCC). This program consists of both individual career planning and group instruction. The goal of these classes and individual support is to improve the client's skills and competencies for employment by increasing their ability to obtain and maintain employment in several ways. The Career Planning Module (listed above) is six weeks and includes topics around setting work goals, resume writing, filling out employment applications, interviewing skills, job search techniques and resources, preparing to start a new job, and how to maintain employment and successful ways to communicate with your new employer. To enhance the employment services and training, OCC will offer computer classes and individual tutoring that covers basic topics as well as an advanced class for those who need more specific software help. The computer class covers areas from introduction to the hardware, basic software overview, using email as a business communication tool, using Microsoft Word to create documents, basic troubleshooting, Internet overview and security issues and an introduction to social networking.

In addition to the on-site instruction and support, CVC has established partnerships with Goodwill Industries, Job Corps, US Veterans Initiative's Career Center, and the local Workforce Investment Board (Pacific Gateway). All of these job training programs and placement centers are in close proximity to the site and provide an additional resource to residents seeking employment. When referrals to these outside resources are made they represent "warm handoffs."

In 2013, CVC's Oasis Community Center assisted in the placement of at least 16 jobs. Through September 2014, CVC's Oasis Community Center has assisted in the placement of at least 12 jobs.

D. Educational opportunities and linkages

CVC's Resident Services Team will provide an array of education opportunities and linkages to MHSa households.

Adult Enrichment Classes are offered daily at CVC's on-site Oasis Community Center. Modules and topics include:

- **Parenting**
 - Learn positive discipline techniques
 - Age and Developmental Stages
 - Healthy and alternative meals
 - Media and its effects on your children
 - Understanding your rights as a parent and how to become involved in your child's education
- **Personal Growth**
 - Explore setting S.M.A.R.T. short and long term goals
 - Learn effective communication skills and strategies
 - Improve your overall self-esteem
 - Practice new techniques to manage daily stress
 - GED study group (including possible partnership with LBUSD)

- Healthy Living
- **Career Planning**
 - Create an employment plan
 - Learn how to search and apply for employment
 - Create and update a resume
 - Practice interviewing skills
 - Focus on job retention
- **Financial Literacy**
 - Understand the basic functions of banking
 - Create a personal budget
 - Learn different saving techniques and options
 - Information about credit cards
 - Learn basic ways to repair damaged credit
- **Computer Competency**
 - Basic instruction on computers and how they work
 - Basic instruction in Microsoft Office Suite, including Word, PowerPoint, and Excel
 - Social Networks
 - Email access and management

The Resident Services Team has partnered with the Long Beach Public Library and has been trained to guide residents through their services online or referred to the local library if they prefer. Residents requiring assistance with the GED or other test preparation and exams will be given instruction on how to access LB Library's LearningExpress Program. If residents prefer in person instruction and support for the GED they are referred to our local Goodwill (SOLAC).

Finally, CVC is located a convenient bus trip (one line) away from both Long Beach Community College and California State University, Long Beach.

E. Substance abuse services

CVC will make referrals to area substance abuse clinics, such as Tarzana Treatment, should these treatment and recovery support services be required. To the extent a client is a veteran eligible to receive VA services, there is an onsite substance abuse clinic at the Villages at Cabrillo operated by the Department of Veterans Affairs. Also, CVC is home to Hacienda of Hope, a peer-respite program that provides community wide services and activities including group sessions. CVC's Social Hall (an amenity space available to all residents) is home to active, daily and weekly AA and CA groups. Lastly, The Children's Clinic will potentially be providing on site substance abuse services at their outpatient clinic.

F. Budget and financial training

Financial literacy classes are offered weekly at CVC's Oasis Community Center. These are based on the FDIC's Money Smart Program. The goals of this six week module (listed above) are to help residents develop a savings plan, understand how to choose different financial institutions, create short term and long term personal savings goals, understand electronic banking, obtain a credit report and know how to read it, understand the steps to take to repair their credit, and the pros and cons of using credit cards. In addition to group instruction, one on one financial planning, and self-led financial literacy instruction will be available to residents. To the extent needed by residents, CVC will explore the establishment of a payee program to assist residents in managing their budgets. Should it prove cost or logistically prohibitive for CVC to establish this direct service, we will look to partner with another organization that can provide this valuable service.

G. Assistance in obtaining and maintaining benefits/entitlements

CVC will assist households in accessing and maintaining entitlement programs for which they are eligible. These likely include General Relief, SSI/SSD and/or Temporary Relief for Needy Families, Medical, Medicare, or other local health programs. CVC's assistance will include an overview of programs, assistance with completing paperwork, scheduling appointments and following up, providing advocacy, and maintaining

benefits. CVC's current Resident Services Team has been trained to use the California Self-Sufficiency Calculator, an online comprehensive benefits screening tool. The Self-Sufficiency Calculator enables caseworkers to input information about a client's family, income and expenses and receive information back about benefit eligibility, benefit amount, and benefit access information. By the end of 2014 CVC will have a SOAR trained staff member to assist with SSI/SSDI submissions.

H. Linkage to community-based services and resources

Youth Services: CVC partners with the local Boys and Girls Club to provide youth leadership opportunities. Residents will be provided information about their Torch Club (11-13 years) or the Keystone Club (14-18 years). If they are interested, staff can assist the family with the application for this unique youth program. CVC also maintains a working relationship with Long Beach Community Action Partnership which provides youth development services. CVC's Oasis Community Center also offers afterschool programming which focuses on younger children aged 5-12 that generally need more support and one on one care. They are provided structured homework help, and if time allows, recreational activities and enrichment programming. The program is led by the Resident Service Coordinator and staffed by work study student, interns and volunteers who are fingerprinted and trained in child development.

Child Care: Child care services are offered both on-site and offsite. CVC currently partners with the on-site childcare provider Comprehensive Child Development (CCD), the Multi-Service Center's Playhouse West, Playhouse North Program, and area centers identified by the Children's Home Society. Residents will be given information on all area child care centers and a referral to the most appropriate Center based on their needs, the child's age, preferred location, and availability. Playcare is provided by volunteers at the Oasis Community Center on a short term, as needed basis. It is not intended as a permanent solution but is offered to parents so that they may attend the Center's Adult Enrichment Classes while they work to establish a long-term daycare solution. Beyond the foregoing, CVC also partners with the local Boys and Girls Club (located a short distance from the Villages) and School on Wheels to accommodate the after school needs of families at the Villages.

Resident Engagement: CVC's Resident Services Team will work with Anchor Place residents, including MHSА households, to engage them in community building activities. This includes encouraging residents to participate in community meetings, tenant councils, emergency planning activities, and community festivals. The team will also help plan community activities such as game nights, move nights, talent showcases, and holiday gatherings.

Peer Groups: CVC's Resident Services Team will help coordinate empowerment activities such as peer groups to increase self-confidence and build relationships.

I. Case Management

Individual Case Management Services will be provided by Resident Service Coordinators and a Resident Service Manager who will possess a BA in the Human Services Field or an equivalent combination of education and experience. Case management services will include meeting with the resident for an initial Service Needs Assessment which will assess the client's need or desire for information or referrals in the areas of Employment, Benefits entitlement, Child and Youth Services, Education, Domestic Violence support and advocacy, Mental Health Services, Housing Issues, Personal Development trainings, Legal Assistance, amongst others. Residents will be given referrals, provided linkages, and advocacy based on their individual or family's needs. In some cases the referral will be for services/programs provided on-site and others will be to partner agencies that specialize in a particular service or population. Ongoing assessment and advocacy will be provided to the families to ensure that their needs are continually being met, that individual goals are achieved, and that adequate supportive services are available to ensure their success and to preserve their housing.

J. Domestic Violence

CVC's Director of Community Development and Resident Service Manager are certified Domestic Violence Counselors and have worked in the field for over 15 years. CVC's Director of Community Development has a

strong connection with local DV providers as she is a board officer of End Abuse Long Beach and a Graduate of Blue Shield's Strongfield Leadership Development Program for leaders in the DV field. There is a great need for affordable, safe, and supportive housing for these families and we are committed to supporting their unique needs. Because of the staff's expertise and knowledge of the field many local DV providers have offered to partner with CVC to serve DV victims and their children. CVC has secured letters of support from Interval House, JFSC, Rainbow Services, and Su Casa. In addition CVC has established partnerships with 1736 Family Crisis Center, Legal Aid Foundation of Long Beach, and Women Shelter of Long Beach.

K. Physical Disability Resources

In order to best serve the needs of the physical disabled population, we have partnered with Westside Independent Living Center (and the local Long Beach provider). WCIL has provided letters of support detailing their commitment to the project and population. CVC will provide referrals to WCIL and/or the local ILC for households that may benefit from these specialized services.

4. Indicate whether or not there will be an onsite service coordinator, and include the ratio of onsite staff to MHSA tenants. If there is no onsite service coordination, provide a description of service coordination for the development.

CVC will employ a comprehensive Resident Services Team that is specific to the needs of Anchor Place residents. This team will include a part time Resident Services Manager who will oversee case management services and volunteer management. It will also include two (2) full time Resident Service Coordinators who will provide direct case management support, advocacy, training, and referrals for residents. The team will make referrals for specialized services such as mental health therapy and healthcare. CVC's Director of Community Development will oversee the services and provide direct supervision to the Resident Services Team for the development. The Director holds a Master's degree in Psychology and has over 20 years of social service and nonprofit management experience.

For the 18 MHSA households, CVC expects a resident population of 48. CVC's Resident Services Team will consist of 2.25 FTEs, a part time Resident Services Manager and two (2) full time Resident Service Coordinators. As such, the staffing ratio for the MHSA households will be approximately 22:1.

Overall, Anchor Place is expected to house approximately 228 residents. The development will be a mixed population development consisting of veterans and non-veteran families. 78% or 93 of the units will serve special needs, homeless veterans and families while the balance of the units will house low income households in need of affordable, dignified housing. CVC's Resident Services Team will serve as the primary service provider for the entire development. That said, the service needs of these populations vary widely. The overall, average staffing ratio for Anchor Place is approximately 50:1. The staffing of CVC's Resident Services Team will be bolstered by volunteers, work study students, and the existence of other on-site service providers such as The Children's Clinic.

5. A description of how services will support wellness, recovery and resiliency. It is anticipated that the supportive services plan for the development will include services that are facilitated by peers and/or consumers. If this is not part of your service delivery approach, please provide an explanation.

CVC will ensure that all services are designed to support wellness, recovery, resiliency and self-sufficiency. These outcomes are consistent with CVC's mission of breaking the cycle of homelessness. Further, our organization's work is oriented around these outcomes. In particular, CVC's Resident Services Team embraces a holistic approach in its work with clients, focusing on physical, emotional, mental health, and social needs, in furtherance of the outcomes identified above.

CVC's Resident Services Team will facilitate community activities that are designed to promote engagement, self-sufficiency, and community. This includes encouraging residents to participate in community meetings, tenant councils, emergency planning activities, and community festivals. The team will also help plan community activities such as game nights, move nights, talent showcases, and holiday gatherings. Finally, the team will help coordinate empowerment activities such as peer groups to increase self-confidence, foster self-determination, and build relationships. All of these activities are designed to help residents accept responsibility for their own wellness, find support in new relationships, increase resiliency, and move toward greater self-sufficiency. To the extent substance abuse recovery support is needed, CVC is home to several active AA and NA groups that are open to new participants. To the extent domestic violence support is needed, CVC's Resident Services Team has extensive relationships in the field and can refer to DV support groups. Finally, CVC's Resident Services Team expects to institute a modest exercise and fitness program that may include a walking group.

The work of CVC's Resident Services Team will be complimented with that of partner organizations such as DMH (and its network of direct operated and contract providers), The Children's Clinic, among others. CVC is a skilled collaborator, an organizational skill that has been developed over 17 years at the Villages at Cabrillo which features a collaboration of more than twenty distinct nonprofit and government agencies. The new Anchor Place development will be sited within this established community and will benefit from the universe of resources and support from CVC's partner organizations.

6. A description of how the MHSAs tenants will be engaged in supportive services and community life. Include strategies and specific methods for engaging tenants in supportive services and the frequency of contact between supportive services staff and MHSAs tenants. This description should also include the identification of staff (the responsible service provider) and specific strategies for working with MHSAs tenants to maintain housing stability and plans for handling crisis intervention.

Upon move in, CVC's Resident Services Team will meet with MHSAs households to establish a relationship. At this initial meeting, CVC's Resident Service Coordinator (RSC) will complete an intake and needs assessment which will form the foundation of an individualized service plan (ISP). The RSC will then begin the process of delivering and/or linking MHSAs households with necessary services, in support of the goals established by the household. Resident Service Coordinators will meet with households as frequently as required but no less frequently than every six (6) months.

All residents including MHSAs households will be encouraged to participate in the life enrichment workshops offered at the Oasis Community Center. These workshops include 6 week modules on health and wellness, personal enrichment, career planning, financial literacy, and introduction to computers. Workshops are taught by CVC's Resident Service Coordinator and are easily adaptable to the skills and interests of residents. They are designed to increase independent living skills, promote wellness, and maintain housing stability.

As part of its larger community development activities, CVC plans at least 2 campus wide events each year which engages our population of 1,000 with music, food, and entertainment. Recent events have brought together more than 300 residents across CVC's various populations. In addition, CVC supports several tenant councils and regularly participates in town hall meetings. Finally, CVC plans periodic health and employment fairs which bring the community together.

Given the campus context in which Anchor Place will be sited, the development will benefit from an extensive communications infrastructure that is designed to educate, inform, and engage residents and ultimately build community. CVC maintains a popular quarterly newsletter called The Village Anchor which regularly profiles resident success stories. CVC also maintains a television station called Anchor TV on our cable TV system which distributes information on campus activities. CVC's website is another source of information on what is happening in the community. Finally, CVC regularly posts notices on doors, common areas, and in gathering spaces such as the Oasis Community Center to inform residents.

Subsequent to move in and in connection with the ISP, CVC's Resident Services Team will assist households in understanding the rights and responsibilities under their lease in an effort to promote compliance with the lease. To promote housing retention and stability, CVC regularly works with residents that are experiencing financial hardship and are delinquent on rent. In these instances, CVC's Resident Services Team will work with a household to negotiate a payment plan or pledge with CVPM to preserve housing. Often, a condition of these financial arrangements is the completion of a budgeting or money management workshop, offered by CVC's Oasis Community Center.

CVC's staff, including Resident Services and Property Management personnel, is highly experienced and skilled in dealing with special needs populations that may present mental health issues. At the heart of this skill is our commitment to mission and genuine sensitivity to the diverse populations we serve. Please note that our staff was recently trained in Mental Health First Aid and we will continue to avail ourselves of this resource and other similar resources through either DMH or contract providers.

The presence of CVC's on-site Resident Services Team will allow CVC to react quickly in times of crisis. To the extent necessary, CVC will coordinate with the DMH case manager to allow for prompt intervention to address the crisis. CVC's RSC will work with households in crisis to preserve housing. CVC's Resident Services Team will be trained in identifying the warning signs of crises and be educated on appropriate intervention methods. Currently, CVC's Director of Community Development and Resident Services Manager are trained in Nonviolent Crisis Intervention. In concert with the mental health provider(s), CVC's Resident Services Team will develop a crisis intervention plan. Finally, please note that there will be an on-site resident assistant/manager to deal with after-hours problems that may arise.

7. If the Development is housing for homeless youth, provide a description of services to be provided to meet the unique needs of the population including engagement strategies and peer involvement. In addition, provide a description of how transition-aged youth MHSA tenants will be assisted in transitioning to other permanent housing once they reach 25 years of age.

Anchor Place is not targeting transition aged, homeless youth.

8. Supportive services must be culturally and linguistically competent. Describe how services will meet this requirement including, when necessary, how services will be provided to MHSA tenants who do not speak English and how communication between the property manager and the non-English speaking MHSA tenants will be facilitated.

Given the natural diversity of the Long Beach area including the Villages at Cabrillo community, CVC is uniquely sensitive to cultural differences between residents, particularly language barriers. The provision of resident services will be customized to meet the distinct language and cultural characteristics of our residents, including MHSA households. To this end, CVC employs numerous bilingual staff members across its various divisions. CVC will encourage third party service providers to employ multilingual staff so as to accommodate resident language preferences. When language barriers present themselves, CVC will use a telephone language line for translation assistance. For deaf clients, CVC will identify local resources such as WCIL that provide appropriate assistance. For new hires to CVC's Resident Services Team, CVC will make efforts to recruit staff that can relate to and are linguistically representative of the population to be served at Anchor Place.

CVC's Resident Services Team possesses extensive experience in working with homeless and formerly homeless families, veterans, individuals and youth, including highly vulnerable populations with histories of mental illness, substance abuse, and domestic violence among other characteristics. As such, the team will be able to identify tenant's needs and offer appropriate assistance.

CVC's Resident Services Team will receive periodic training on providing culturally sensitive services and overall cultural diversity.

9. Describe the process to ensure effective communication between the service provider and the property manager regarding the status of MHSa tenants in the development and any other issues regarding the development, including but not limited to regularly scheduled meetings and the identification of a single point of contact for communication and coordination of supportive services.

CVC is a vertically integrated organization that consists of a property management team (Century Villages Property Management), a community development team (consisting of CVC's Resident Services staff), and a real estate development team. Combined, we are a mission driven organization that is centered upon ending homelessness and promoting self-sufficiency and achievement within our residents. This mission informs all of our organizational decision-making whether it be a property management conflict, real estate development opportunity, or community development issue.

Our philosophy extends to the collaborative working relationship between our Property Management and Resident Services Teams. We will hold weekly Anchor Place meetings that will bring together the property and resident services staff to talk about policies, resolves client issues, and promote the overall well-being, health, safety and enjoyment of Anchor Place by our residents. Specific anticipated topics include eligibility, orientation, rent payment concerns, lease violations or behavioral concerns, resident conflicts, and eviction prevention. This standing weekly meeting will promote healthy communication to identify issues early and move toward immediate resolution. In the event consensus cannot be reachable, the Property Management team will render the final decision, consistent with all applicable laws and regulations.

As part of its professional development planning, CVC regularly hosts trainings on fair housing and supportive housing. CVC invites both property management staff and service provider staff to these trainings in an effort to create a common language and understanding as to the legal, financial, and operational nuances of the supportive housing world. These trainings help to establish clear roles and responsibilities amongst CVC's Property Management and Resident Service Teams.

While MHSa clients will benefit from specialized services such as mental health and physical healthcare, CVC's Resident Services Team will represent the single point of contact for communication and coordination of supportive services. CVC's Director of Community Development represents the ultimate point of contact. Beyond the weekly meetings with property management, it is anticipated that the Resident Services Team will coordinate periodic gatherings amongst the supportive services team. These communications will be consistent with HIPAA requirements. At these meetings the combined team will review tenant progress on a case by case basis, pursuant to goals outlined in the ISP, and actions will be taken to amend these plans or intervene based upon staff feedback.

Please note that all MHSa clients shall be advised of their rights under the DMH Patients' Rights Grievance Process by their Resident Service Coordinator (RSC) on CVC's Resident Services Team. MHSa clients shall be notified that all services shall be voluntary.

10. If proposing to develop Shared Housing units within a Rental Housing Development, attach "House Rules".

Anchor Place will not feature shared housing units.

Item D.8 Supportive Services Chart (Attachment C)

Submit the Supportive Services Chart (**Attachment C**). The Chart must list all services that will be provided to MHSA tenants, including any in-kind services essential to the success of the Supportive Services Plan.